## net.work.Maryland Advisory Group Monthly Meeting August 20, 2002 10:00 am – 2:20 pm Southern Maryland Association of REALTORS Hughesville, Maryland

## **ADVISORY GROUP ATTENDEES:**

Margo Burnette (Vice Chair) Richard Aldridge

Walter Bigalow (Alt. for J.Wood)

Jeff Blank Chuck Bristow Mary Clapsaddle

Devon Dobson (ex-officio member)

Michael McCarty

Karen Millison (Alt. For R.Forsythe)

William Morrow Susan Ockert (Alt. for L.Powell) Lewis Powell Stuart Ragland (Alt. For P.Wallace) Richard Rose Paul Thorn (Alt. For B.McGrory) Renee Winsky

#### **DBM STAFF ATTENDEES:**

Bill Dye Jodey McGhee Mary Ann Slack Joe Scher

## **OTHER GOVERNMENT ATTENDEES:**

Steve McHenry Lora Bennett

Judi Wood

Reported By:	Topic / Discussion	Action	Completion
M.Burnette	Call To Order  The Meeting was called to order at 10:01 am.  Thank you Richard Aldridge for hosting the meeting.  Brief exchange on Linda Burek's (State CIO) resignation.  Introduction of New Members —  Mary-Ann Slack, net.work.Maryland Project Team Member  Melanie Wenger, representing General Assembly (not present)  Tom Lewis, representing General Assembly (not present)  Devon Dobson, representing General Assembly (Alt. for T.Lewis)  Stuart Ragland, representing Libraries (Alt. for P.Wallace)  Paul Thorn, representing Municipal Gov't (Alt. for B.McGrory)		
Members	Approval of June Minutes - The Members approved the minutes from June's meeting.	Post approved June minutes to public web site.	<b>√</b>
M.Burnette	Past Month Team Activities – Requirements Refinement Engineering Design Refinement Communications Committee Meetings Project Management Activities NMS Contract Audit, DBM Audit, Capital Budget FY04,	Margo is requesting from BPW that a task order under the NMS Contract be extended for vendor CSC to execute the Managed Services RFP. If request is refused, Richard Rose offered to manage the core from the University.	<b>✓</b>
Implementation of Project Control Mechanisms  Circuits Orders/Deliveries  O InterLATAs, NNIs, intraLATA ISPs  NMS Task Orders Issued to CSC  O Interim net.work.Maryland Circuit Migration O BMAN Provisioning Services  TSP TO_RFP for Managed Services O Attempted to utilize the TSP Contract for Managed Services Task Order RFP. The services fall under TSP's functional categorie	Implementation of Project Control Mechanisms  Circuits Orders/Deliveries  o InterLATAs, NNIs, intraLATA ISPs  NMS Task Orders Issued to CSC	Margo to check if NMS Contract can be extended to all 3 vendors so the Managed Services Task Order can be competitively bid.	<b>✓</b>
	BMAN Provisioning Services     TSP TO_RFP for Managed Services     Attempted to utilize the TSP Contract for Managed Services Task Order RFP. The services fall under TSP's functional categories, but the labor categories do not so cannot use	<ul> <li>Margo to provide status on the NMS replacement contract to Judi Wood.</li> <li>Margo – Mary Ann to forward Draft Managed Services RFP to Advisory Group Committee Chairs for review.</li> </ul>	<b>✓</b>
	DBM / Tedco / DBED Joint Activities	<ul> <li>Margo requests that all Managed Services inquiries be redirected to her.</li> <li>Margo to include "Incubators" in the written opinion request from PSC/FCC.</li> </ul>	
	<ul><li>RFP Managed Services</li><li>Management of Resource Share</li><li>Communications</li></ul>	November ANNOUNCEMENT: Governor's Award and Employee Training Conference. The theme selected is "Leadership: From the Bottom to the Top." Richard Rose would like the Advisory Group to participate in the panel	

Reported By:	Topic / Discussion	Action	Completion
- <i>y</i> -	Written Opinion from PSC / FCC     Equipment Orders     Circuits Complete	discussion on net.work.Maryland.  December ANNOUNCEMENT: Technology Showcase. net.work.Maryland is on the agenda. Margo to verify logistics with Jamie.	
M.McCarty	Requirements Committee — Changes to June 2002 Requirements The review of the June "Requirements Document" by members of the Requirements Committee resulted in several changes.  Provided more specific language.  Added some requirements for post October 2002.  Eliminated two statements that were explanatory statements and not requirements.  General Business Requirements Changes  Both Availability & Reliability changed from 99.999% to 99% for year one and to 99.99% post year one.  Clarified statements with more specific language.  Security and Access  Clarified with more specific wording.  Addition of specific language for security services to be offered post October 2002.  Moved requirement for directory to post October 2002.  Technical Requirements  Clarified statements concerning connectivity mechanisms, redundant electronics and alternate paths across the core.  Added a requirement post October 2002 for redundant electronics and redundant paths.  Cost, Incentives and Benefit  Clarified and consolidated information.  Eliminated statements CB-3 and CB-4 because they were statements of what Network Maryland is as opposed to actual requirements.	<ul> <li>T-6. Add the word "implemented".</li> <li>CB-1. Reword? Contradicts the Communication Committee's message.</li> <li>Proposed New Category: Services offered at launch.</li> <li>Post "Raw Requirements" to working web site. Email members once complete.</li> <li>Post "Refined Requirements" to working web site. Email members once complete.</li> <li>Add QoS for ATM.</li> <li>Develop/refine the Phase II Requirements.</li> </ul>	✓ ✓
J.Blank	Engineering Committee – Results from August 14 <sup>th</sup> Engineering Committee Meeting Scheduled Activities	Discuss issues with the Junipers at the Engineering Committee meeting on 8/28/02.     Update Visio diagram with changes to	✓ ✓

Reported By:	Topic / Discussion	Action	Completion
	<ul> <li>Next Steps</li> <li>Phase II</li> <li>Discussed that Manufacturers and Vendors should not be on the Engineering Committee due to possible conflict of interest. Can request technical briefings.</li> </ul>	Marconi and Juniper.  Develop the Phase II Design.  Consider "connecting" the Data Centers.	
W.Morrow	Cost Recovery Planning Working Group -		
	Working Group Members: Margo Burnette, Will Morrow, Chuck Bristow, Mary Clapsaddle, Joe Scher and Gil Becker		
	Objectives Identify net.work.Maryland service offerings Recommend price models for each service offering Recommend net.work.Maryland funding model Assumptions Inet.work.Maryland will be financially self-sustaining Inet.work.Maryland will win its customers based on value, i.e., service benefits must be greater than or equal to current offerings and service costs must be less than or equal to current offerings Inet.work.Maryland will provide its services as a menu of options Inet.work.Maryland will provide service level agreements Inet.work.Maryland budget will provide for FY2003 operations regardless of revenues Recommendation #1 Adopt market practice and price network services based on connection size Recommendation #2 Offer Basic Service package for Phase I launch, to include Intranet and Internet services  Additional Recommendations and Next Steps were not reviewed as the Advisory Group elected to withdraw the Cost Recovery approach in lieu of the Business Plan.	<ul> <li>Bill Dye suggests offering "discreet" services since agencies may want to backhaul to the own ISP.</li> <li>Need to define "basic" package.</li> <li>Richard Rose suggested that the State subsidize the core network. Advisory Group members agree.</li> <li>Margo to put in the Budget request to subsidize the Core Network.</li> <li>Will Morrow to lead the effort in developing the "Business Plan" detailing the rationale to subsidize the Core Network and fully define Phase I and II. Include in the Plan:</li> <li>What is subsidized and what is not.</li> <li>Phase I accomplishments.</li> </ul>	ir O

Reported By:	Topic / Discussion	Action	Completion
		<ul> <li>"Blue Prints"</li> <li>Be prepared to defend "Business Plan" and previous "Plans" in front of the General Assembly.</li> <li>Margo will issue an open invitation to join the Cost Recovery Planning Working Group.</li> </ul>	
MA.Slack	Pegional Proposals     Discuss Criteria for Regional Proposals     Requests for Usage of Fiber Being Handled Under Resource Share     Advisory Group concluded that the "regional proposals" do not need review by the Advisory Group; however, a process and acceptable use policy must be defined. Non-standard requests	<ul> <li>Name change suggestion to "Nonstandard Connection" Proposals.</li> <li>Mary Ann to redistribute Guidelines to members.</li> <li>Need to develop process for submitting, reviewing, and approving "non-standard" requests.</li> <li>Suggested process includes: submitting proposal 2 weeks prior to monthly Advisory Group Meeting, request submitting entity to present at monthly Advisory Group Meeting for a Q/A session, and then the members vote to approve/deny proposal at next meeting.</li> </ul>	<b>*</b>
S.Ragland	By-Laws / Policy Committee –  Latest version of bylaws/charter posted on Public Website (dated August 5 <sup>th</sup> )  Committee Members: R.Forsythe, B.McGrory, P.Wallace	<ul> <li>Need to develop an acceptable use policy for Phase I.</li> <li>Need additional members.</li> </ul>	
R.Winsky	Communications Committee — Committee Members: Renee Winsky, Mary Clapsaddle, Lewis Powell, Garland Williamson, Mark Hess, Stephen McHenry, and Frank Shap Name and Logo Recommended Name: Maryland Connect Logo: Shape of State w/ words Maryland (larger) and Connect (smaller and below "Maryland") in semi-circle below State. The words appear to "connect" Western Maryland to the Shore and all points between.  Draft Communications Plan Highlights: I. Identification of spokesperson(s) Target Markets Appendix A Soliciting Advisory Group's Opinion: What is the expected rate of increase, month to month, of new customers on the network? Considering initial constraints on bandwidth. network	<ul> <li>Richard Rose to verify if "Maryland Connect" is already in use.</li> <li>Richard Rose to draw new logo and distribute to members.</li> </ul>	

Topic / Discussion	Action	Completion
performance, down time, and customer support/service, what is the expected build-up to a stable, steady, fully operational service to customers on the network?  3. The Communications Committee feels strongly that efforts should be made to secure at least one or more non-State agency customers (preferably a county or local government) in time for the 10/31/02 launch of the network.  Next Steps  Committee will meet September 9 with DBM staff Revise Communications Plan Develop "Frequently Asked Questions"  Spokesperson(s) for network Maryland are Margo Burnette and Bill Dye. Eloise is the spokesperson in official press releases		
General Comments	<ul> <li>Jeff to coordinate the Engineering Meeting for the week of August 25<sup>th</sup>.</li> <li>Renee to coordinate the Communications Committee &amp; DBM Meeting scheduled for September 9<sup>th</sup>.</li> <li>Need to finalize the September Advisory Group Meeting in Western Maryland.</li> <li>Each Agency to organize and meet to prepare for "State Agencies &amp; DBM" Meetings.</li> <li>DBM to coordinate the State Agencies &amp; DBM Meetings in September.</li> <li>Mary Ann to coordinate the Strategic Planning Session the 1<sup>st</sup> week of October.</li> </ul>	✓ Annapolis ✓ Oct 4 <sup>th</sup>
	performance, down time, and customer support/service, what is the expected build-up to a stable, steady, fully operational service to customers on the network?  3. The Communications Committee feels strongly that efforts should be made to secure at least one or more non-State agency customers (preferably a county or local government) in time for the 10/31/02 launch of the network.  Next Steps  Committee will meet September 9 with DBM staff Revise Communications Plan Develop "Frequently Asked Questions"  Spokesperson(s) for network Maryland are Margo Burnette and Bill Dye. Eloise is the spokesperson in official press releases.	performance, down time, and customer support/service, what is the expected build-up to a stable, steady, fully operational service to customers on the network?  3. The Communications Committee feels strongly that efforts should be made to secure at least one or more non-State agency customers (preferably a county or local government) in time for the 10/31/02 launch of the network.  Next Steps  • Committee will meet September 9 with DBM staff • Revise Communications Plan • Develop "Frequently Asked Questions"  • Spokesperson(s) for network Maryland are Margo Burnette and Bill Dye. Eloise is the spokesperson in official press releases.  General Comments  • Jeff to coordinate the Engineering Meeting for the week of August 25 <sup>th</sup> . • Renee to coordinate the Communications Committee & DBM Meeting scheduled for September 9 <sup>th</sup> . • Need to finalize the September Advisory Group Meeting in Western Maryland. • Each Agency to organize and meet to prepare for "State Agencies & DBM" Meetings. • DBM to coordinate the State Agencies & DBM Meetings in September.

# Minutes Recorded by: Jodey McGhee